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DATE: June 15, 2004

TIME: 12:19 PM

TO: Examiner William J. Deane

PHONE:
FAX: 703-746-6076

FROM: Paul J. Kroon, Jr., Esq.
Bourque Law Offices
Manchester, New Hampshire

PHONE: 603-623-5111
FAX: 603-624-1432

RE: Priority Based Call Handling

Our Reference: DAVOX-159XX

Number of pages including cover sheet: XXX 27 pgs.

Original of this document to be mailed as well: ☒ YES ☐ NO

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INTELLECTUAL PROPERTY LAW
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LITIGATION

June 15, 2004

VIA FACSIMILE

Examiner William J. Deane
US Patent & Trademark Office
Art Unit 2642

RE: Priority Based Call Handling
Our Reference: DAVOX-159XX

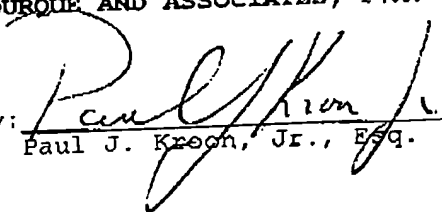
Dear Examiner Deane:

Enclosed, please find a copy of the RCE and amendment that was mailed on June 11, 2004 along with a certificate of mailing dated June 11, 2004. Your efforts in this case are greatly appreciated.

Once you have had a chance to review the amendment, please contact me to discuss your comments. I look forward to talking with you.

Sincerely,

BOURQUE AND ASSOCIATES, P.A.

By: 
Paul J. Kroon, Jr., Esq.

PJK/cs

13322

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Applicant: Gene W. Lee Atty Docket DAVOX-159XX
Title: System and Method for Managing ... Customer Info
Filed: 12/2/98 Serial No: 09/203,965 Patent No: _____
☒ Sent 1st Class US Mail on: 6-11-04 ☐ Sent Express Mail# _____ on _____
☒ Transmittal letter in triplicate. Check #: 13322 Amount: \$ 440.00
☐ Patent Application consisting of _____ pgs. of Specification; pgs. _____ of claims
1-____; pgs. _____ of Abstract and _____ sheets of Figs. _____ ☐ formal ☐ informal
☐ Declaration and Power of Atty. ☐ Priority Document _____
☐ Assignment Recordation Form ☐ Assignment to: _____
☐ Letter to Chief Draftsman ☐ Issue Fee Transmittal Form
☐ _____ sheets formal drawings ☐ _____ sheets of informal drawings
☒ Amendment/Response dated _____ pursuant to CPR 81.114 consisting of 22 pgs.
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